

Student Charter

Statement of Principle

Our students are the most important people in our College. They are entitled to receive courtesy, respect, interest and enthusiasm from all staff.

They are entitled to expect a high quality educational experience relevant to their future employment or further studies, and which is responsive to their needs and personal development.

Our students are collectively involved in the development of the academic policies of the College and are represented on the Board of Management.

The aim of West College Scotland is to provide:

- ✓ a quality service for all students
- ✓ a welcoming and safe environment
- ✓ an inclusive learning environment catering for individual needs
- ✓ opportunities for access, progression, achievement and personal development
- ✓ benefits for students through College partnership working

Statement of Student Rights

You are entitled to:

- ✓ be treated equally and with respect
- ✓ enquiries being dealt with promptly and courteously
- ✓ access to accurate information about the costs of being a student
- ✓ access to all other relevant information relating to your studies
- ✓ impartial guidance and a range of student support services
- ✓ the offer of learning support where required
- ✓ the offer of an alternative programme or options where appropriate
- ✓ skills development (personal and learning skills, core skills, vocational skills, skills for employability and citizenship)
- ✓ equality of opportunity
- ✓ a clear explanation of how you will be assessed throughout your course and regular feedback on your progress
- ✓ information and support on provision for students with disabilities or learning difficulties
- ✓ democratic representation at all levels including through the Student Association
- ✓ access to Complaints and Appeals procedures

Statement of Student Responsibilities

When you attend West College Scotland it is expected that you will:

- ✓ maintain an acceptable standard of behaviour, showing respect for others
- ✓ follow and conform to Health and Safety regulations and related codes of practice
- ✓ attend classes regularly and punctually and follow your negotiated programme of study
- ✓ undertake course work and other assignments as appropriate
- ✓ complete set work within the agreed timescale
- ✓ help promote the College's ethos of equality and inclusion, and its appreciation of cultural diversity

